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UNCLAS LA PAZ 000146

SIPDIS
DEPARTMENT FOR CA/OCS BILL HURST AND CA/FPP MARIA LANE

E.O. 12958: N/A
TAGS: [CMGT](#) [CPAS](#) [CASC](#) [KFRD](#) [BL](#)
SUBJECT: Authorization to use local courier service for ACS passback

REF: 7 FAM 1362

¶1. Per instructions in 7 FAM 1362, Embassy La Paz requests Department authorization to implement an ACS passback system using a local courier service. Post would like the new system to take effect on February 1, 2010.

¶2. The Consular Section's non-immigrant (NIV) and immigrant visa (IV) units have operated a passback system for ten years using the local courier service DHL. DHL's service is considered both secure and dependable. Post believes DHL's high quality of service is commensurate with the high standard that is placed on handling American citizen documents including passports, Consular Reports of Birth Abroad (CRBA), and other personal documentation. The postal system in Bolivia is considered unreliable and unsecure and would not be appropriate for the type of service Post is requesting.

¶3. Post also requests Department authorization to accept passport applications by mail for qualified adult applicants.

¶4. Post's ACS Unit would like to implement the passback system on February 1, 2010 to coincide with the introduction of an online ACS appointment system. Both initiatives are intended to improve customer service while reducing the frequency of applicants' return to the Embassy.

¶5. Post will await confirmation from CA/OCS and CA/FPP before proceeding with the ACS passback system.
Creamer